

Our 2020 Ngā Tohu Angitu | Celebrating Success Award winners Citations



HVDHB Hāpaitia Ō Tātou Uaratanga | Living Our Values – Joint winners:

- **Beth Harris from Waiwhetu Medical Centre**

In her work at Waiwhetu Medical Centre, Beth truly lives and breathes our values. Working in partnership, Beth creates a plan centred around the patient, and engages with other staff and agencies to ensure the best health and wellbeing outcomes are achieved for them and their whānau. Beth's can do attitude has seen her complete a Te Reo course in her own time to enable her to better connect with our local community. Beth always thinks outside the square and comes up with innovative solutions to improve health access for our patients. She epitomises always caring as she approaches each patient as an individual to understand how she can help and shows deep care for them. Congratulations Beth, on your award.

- **Max Christensen, from the Hutt Hospital Property and Facilities Team**

Max has recently retired from the DHB after 38 years' service to the organisation. His job saw him effectively "on call" for the DHB for 38 years: responding to countless calls and alarms all day and all night (he's very used to waking up at 2am, tweaking the temperature in a ward area via his phone app and going back to sleep) along with all the 6am monthly generator tests.

Throughout these years, Max has consistently exemplified our values. From always caring about the team and patients in Hutt Hospital, to proactively working on a plan to sort out issues big and small – nothing is ever a problem. Max works in partnership with all and shows a commitment and willingness to help everyone, however he can. Always being his best with a ready smile, he has been the 'go to' person in Building Services, fielding calls day

and night to make sure the hospital is comfortable, safe and welcoming for both staff and patients. Max is an example to us all.

Hiranga Haumanu | Clinical Excellence – Joint winners:

- **Barbara Moore with Te Awakairangi Health Network Clinical Pharmacist Team and Hutt Union and Community Health Service**

Led by Barbara Moore, the Clinical Pharmacist team at Te Awakairangi Health Network have taken the initiative to provide services directly within nine practices across the Hutt Valley and have made significant improvement for patients, particularly those with gout. We now see fewer presentations and improved uptake of preventative medicines compared to national rates, and this is particularly evident in Maori and Pacifica peoples.

The clinical pharmacists' work with the Hutt Union and Community Health Services team on gout is an example of the excellent work of clinical pharmacists, which has been embedded across multiple practices. There is now the aim of having a pharmacist in every one of the Health Network's practices by the end of 2023 – congratulations to Barbara, Hutt Union and the Clinical Pharmacist Team.

- **Whakaari Multidisciplinary Clinical Team including ED, Plastic Surgery, Perioperative team, ICU and all others that contributed to the patient care.**

On Monday 9 December 2019, at approximately 2pm Whakaari/White Island erupted. That evening four patients were transported by helicopter to Trentham and then by ambulance to Hutt Hospital. Each had significant burns and required immediate and ongoing specialist input from an entire multidisciplinary team. This team of people worked determinedly over a prolonged period to provide clinically excellent care to the patients, and to support their families. Outstanding leadership was shown by a number of clinicians in the initial hours, and then over the weeks to come – with constant communication and collaboration with colleagues nationally and internationally.

This was a demonstration of true teamwork from across Hutt Hospital, with staff from emergency, burns and plastics, intensive care, anaesthesia, theatre and PACU; this is medical, nursing, allied health professionals, managers and support staff - all working at the top of their scope to deliver excellent patient centred care.

Tāpaetanga Taiea a tētahi Kaimahi Kē Atu | Outstanding Contribution by Non-Clinical Staff – Joint winners:

- **TJ Maxwell from Whai Oranga o Te Iwi Health Centre**

TJ is a primary care practice assistant at Whai Oranga in Wainuiomata. She is central to keeping the HealthCare Home programme front of mind for everyone. TJ puts her heart and soul into doing the right thing for patients enrolled at the practice.

She is a super communicator, working to ensure patients and their whanau get the best service the system can supply. As well as contacting patients who are overdue recalls she ensures they understand the importance of their appointments, combining education with reminders. She brings a passion to her work and ensures the patient are firmly at the centre. Congratulations TJ.

- **Peter Barnes**

Peter (or Barnsey as he is affectionately known) has been at our DHB for longer than he would care to admit. He is all about bringing the hospital staff community together as one and a true example of living our Hutt Valley values.

He brings happiness to work, going outside of his role to be an all-round good guy. He often undertakes tasks without recognition but are truly valued by staff, patients and the wider community. Examples include blessing of rooms after patients have passed away, running dance classes, Christmas day antics, being celebrant for staff couples getting married, and for 13 years, he has been running the Hospital Orderlies Grand Round, a series of sketches and dances filmed and presented to the DHB. He gets a lot of folk involved (105 in this year's one) and fills the auditorium with laughter twice over when it is shown.

Barnsey has a way of getting people to engage and just have fun. He has recently stepped down as the orderly supervisor and is now linen transporter as he transitions into retirement.

Hiranga Auaha, Whanake me te Anga Whakamua | Excellence in Innovation, Improvement and Future Thinking – Joint winners:

- **Kirsty Morrison, from the administration team at Upper Hutt Health Centre**

Since 2019 Kirsty and the practice have been working to improve the booking of patient appointments. Kirsty created then constantly refined a guideline used by medical

receptionists to 'pre-triage' and prioritise bookings. There have been ongoing improvements made, based on feedback.

After a year, auditing has found great outcomes: appropriate patients are triaged by reception rather than nurses; the right patients are seen the same day, there is less double booking, and patients are more likely to be able to see their own GP. Well done to Kirsty on leading a fantastic improvement.

- **Sue Anderson, Nurse Practitioner from the Acute Pain Management Service, and Dr Johanna Pigou - Consultant Anaesthetist**

Sue and Jo have developed a medication blister pack to put women in control of their pain relief following a caesarean section.

More than 600 women had a caesarean section at Hutt Hospital in 2017. It's a tough time as women look after their new baby whilst recovering from abdominal surgery. Pain can be severe and long lasting. An audit in 2016 showed that few women were receiving regular medication to relieve pain. Sue and Jo developed an innovation to blister pack regular analgesia and have women administer it themselves, as they will do when they get home. The hospital pharmacy team came on board to produce the packs and a review of outcomes this year has shown that women are no longer waiting and pain is well controlled.

Well done to Sue and Jo on persisting with a difficult project to achieve better outcomes for the new mothers of Hutt Valley.

Hiranga i te Wāhi Mahi | Excellence in the Workplace – Joint winners:

- **Karen Shaw for her work on the PDRP ePortfolio**

The Professional Development Recognition Programme (PDRP) provides nurses with a mechanism to meet their continuing competence requirements with the Nursing Council New Zealand. Karen has been the driving force in the roll out of the PDRP ePortfolio for nurses at the DHB, designing and implementing an electronic platform for portfolios. This has dramatically reduced the burden of this process for our sizeable nursing workforce. This year, despite COVID, 80% of portfolios have been submitted electronically with positive feedback and increased interest in PDRP overall. Well done to Karen for her leadership in strengthening nursing practice.

- **Infection Prevention and Control Covid-19 Team: Claire Underwood, Angela Corn, Sarah Thomas, Dr Matt Kelly, Dr Stephen Hogg, Emma Henderson, Trudy Lunn, Erin Stewart**

From the beginning of the COVID-19 pandemic the extended IPC team worked tirelessly to ensure that the DHB was 'COVID ready' and that staff were educated and equipped to respond to the ever- evolving situation.

They truly lived the values of our organisation to the highest level

- spending hours and hours on the floor coaching and guiding staff,
- ensuring we had the right PPE and knew how to use it,
- anticipating problems, creating solutions,
- producing a cohesive hospital plan with clear guidelines and tools and
- support for both in- hospital and community facilities.

Their knowledge and skill is always overlaid with positivity, care and respect to allay the anxieties we all had at the time. The team are deserved winners of this excellence in the workplace award.

Hiranga i te Hauora me te Oranga Hapori | Excellence in Community Health and Wellbeing – Joint winners:

- **Ta'iala mo le Ola Manuia Mental Health Project Team - Tofa Suafole Gush, Candice Apelu-Mariner, Otila Tefono, Rosa Nimarota**

This is a partnership between the Hutt Valley District Health Board Pacific Directorate and Mafutaga, the Samoan Ministers Fellowship who represent 17 multi-denominational Churches in the Hutt Valley.

The project used a co-design approach and created an innovative solution to reach Pacific youth using the community as first responders to provide advice and connection into mental health services.

This project has been recognised nationally through the Life Keepers Awards and blends cultural, pastoral care, spiritual and clinical model knowledge to better meet the needs of Pacific people, addressing access barriers and supports people to be resourceful and resilient in the face of adversity. Great work!

- **Ana So’otaga and the Health Promotion Team, Te Awakairangi Health Network**

In swift response to restrictions on gatherings during the COVID-19 lockdown, the Te Awakairangi Health Promotion team created an online platform to continue delivering healthy lifestyle advice and live exercise sessions. The Te Awa Living Facebook page delivers six additional healthy lifestyle activation areas -promoting Korikori (exercise), Kai & Wai (healthy eating), Te Mana Hauora (wellbeing), Whānau connectedness and Moe (sleep hygiene).

This is an Innovative solution focused on target populations, rapidly set up to cover large community audiences during lockdown. It is showing good outcomes and uptake with over 1,500 followers. Well done to Ana and the team!

Toa Ranga i te Tira | Champion of Collaboration and Integration – Joint winners:

- **Miri Luke, Wirangi Luke, Ngahaka Puketapu from Te Runanganui o Te Āti Awa and Vanessa Cameron from Te Awakairangi Health Network.**

During the COVID-19 lockdown, the two organisations collaborated to provide wrap-around services and outreach swabbing clinics in communities across the Hutt Valley. Locations for community swabbing clinics were chosen with input from community providers – moving around Te Runanganui o Te Āti Awa, Trentham, Timberlea, Stokes Valley, Naenae, Wainuiomata and Petone. The team made home visits to kaumatua to check on wellbeing, provided welfare packs and worked together to continue to care for the community during a difficult time. Congratulations team.

- **Regional Public Health for their COVID-19 response**

It goes without saying that COVID-19 has dominated our lives in 2020 – this is definitely the case for Regional Public Health. They have been in preparation mode since January and then response mode from March as it is their responsibility to provide an emergency pandemic response to keep our communities safe.

RPH continues to work tirelessly to contain and eliminate COVID-19 from the greater Wellington region through gold standard case investigation, outbreak management, border strategies, community engagement and communications across the system. This has required

- a 7 day a week whole of organisation response through a CIMS structure,
- staff stepping up into new roles, new functions and new ICT systems,
- co-ordinating with and assisting other public health units, and the Ministry of Health
- and a leadership role amongst local agency partners.

RPH are proud to have not only contained the community spread of COVID-19 in our region, but strengthened and enhanced relationships with our key community partners through seamless and effective collaboration.

Hautūtanga Taiea | Outstanding Leadership – Joint winners:

•Vicki Richardson and Trish Nydam from Waiwhetu Medical Centre

Vicki and Trish are Kaiwhakahaere: business and clinical managers at Waiwhetu Medical Centre. Their team describes them as “visionary” in their approach to looking at new ways of working, new workforce roles, leading health improvement initiatives and having a focus on improving standards of care with a priority focus on improving access for our most vulnerable and at risk populations.

Their success can be measured statistically, but also in the way the practice has coped through the COVID lockdown and has evolved under their leadership they have created a fun, clinically focused, supportive place to work where staff are encouraged and valued.

•Dr Matthew Kelly, Infectious Diseases Physician, Hutt Valley DHB

For many years, but notably from the outset of the COVID-19 pandemic Matt has demonstrated outstanding clinical leadership. Matt is intelligent, calm and resilient – always abreast of the evidence base, distilling and clarifying the vast amounts of information. He communicates this knowledge in a way that people understand, trust him, and feel confident to follow his advice. He is always available to answer questions from clinicians, anticipating the needs inside and outside of the hospital and seeking ways to address them throughout a rapidly changing and challenging period, that is ongoing.

Throughout the year he has been constantly visible across the hospital, pre-empting who or which service would need a visit or discussion, making presentations and giving talks to rooms full of often anxious people.

His leadership has strengthened the Hutt Valley Health System’s COVID response immeasurably. Congratulations on your award Matt.

He Tohu nā te Tumuaki | The Chief Executive's Awards:

The Chief Executive of Te Awakairangi Health Network Award goes to:

- **Ana So'otaga and the Health Promotion team of Te Awakairangi Health Network.**

This CE Award for 2020 goes to Ana So'otaga and the Health Promotion team of Te Awakairangi Health Network, in recognition of their creativity, collaboration and commitment to serving our vulnerable populations during the COVID-19 lockdown and in the aftermath.

The Hutt Valley DHB Chief Executive's award goes to – joint winners:

- **The Whakaari / White Island Multidisciplinary Team.**

The work that this first team completed was nothing short of a miracle thanks to the leadership, dedication and incredible teamwork undertaken in an extremely unique situation.

All their work was accomplished with exceptional professionalism, compassion, and skilled, attentive care under huge stresses.

The team pulled together a core group from across the organisation and provided support to each other, patients and their families during a life-changing experience for all involved.

Appreciation for the care and dedication of our people was evident when the Australian Foreign Minister Marise Payne and the Australian High Commissioner Patricia Forsythe visited Hutt Valley to meet members of this response team and express their thanks for the exemplary care and long-hours the team had put in, exactly one week to the day after the tragedy struck. Minister Payne's message was clear; "you went above and beyond".

- **Regional Public Health for their COVID-19 Response.**

As COVID-19 spread across the world, we watched our overseas colleagues dealing with critically ill COVID-19 patients admitted in droves.

The second winner of this year's Chief Executive's Award sprang into action early and the importance of the role this team played in our COVID-19 response cannot be overestimated.

They shared their knowledge, provided timely advice and worked extremely long hours to share their expertise across all areas of the DHB and community. They accomplished an astonishing amount in a short time.

Lockdown came and working days started early and ended late for this team. They had a never-ending list of jobs to do, policies to create, meetings to go to and questions to answer. At times, there were not enough hours in the day.

Their understanding of the wider situation, as well as a regional perspective, helped provide a sense of calm and perspective during a turbulent time.

They gave valuable time and energy to many groups and committees, giving advice on best practice while dispelling COVID-19 myths.

They managed numerous media requests and contact tracing – all the while providing reassurance to our communities and making sure all our communities were prepared and supported.